Reaching Home 2019-24:

Brandon, MB Ending Homelessness Plan

Approved by the
Brandon Community Advisory Board
for Homelessness
September 19, 2019

Note:

All communities receiving funding from Designated Communities stream are required to use this template in order to complete the community plan under Reaching Home. In completing this template, communities are encouraged to develop comprehensive community plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector.

Please note that in communities that receive funding from both the Designated Communities and Indigenous Homelessness streams, cross-stream collaboration is expected to promote the adoption of a community-wide planning process and support the achievement of community-level outcomes reflecting the needs of the whole community. To support communities in completing their community plans, a Reference Guide has been developed. It is recommended that this be reviewed prior to completing your community's homelessness plan to ensure understanding of the requirements and completeness.

The Community Plan for Reaching Home must be approved by the Community Advisory Board (CAB) of the Designated Community before it is submitted to Service Canada. If your community is developing a joint plan with the Indigenous Community Entity, both Community Advisory Boards must approve the community plan.

In addition to the core requirements provided in this template, communities may also wish to include other components that provide insight into the community's housing and homelessness context or contribute to community-level homelessness challenges, such as a map of the community's current homelessness services and/or gaps in homelessness services or infrastructure (e.g. housing stock). Communities have full flexibility in drafting these sections.

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1. Community Engagement

Please identify the steps taken to engage your community stakeholders in developing this plan.[1]

The Brandon Community Advisory Board (CAB) members are the leaders in homeless services delivery in Brandon. Collectively, they make up most of the major agencies. They spend their days listening to those with lived experience and other agencies in our community delivering services. Our Community Engagement is ongoing and we have always worked hard to understand the ongoing and changing needs in our community. Further, we ask each project for proof of community support and need as part of their application, this ensures that the projects that fulfill the implementation of this plan reflects the true community needs.

Both the Manitoba Metis Federation and the Brandon Friendship Centre are active members on the CAB, and as Indigenous Peoples make up a significant portion of our population of people experiencing homelessness, the Brandon Neighbourhood Renewal Corporation (BNRC) remains committed to learning from Indigenous teaching and to reconciliation. This informal consultation process not only informs the Community Plan, but also all of the work that the BNRC does.

Based on this knowledge and experience, the Brandon CAB has identified some key components for a plan to successfully end homelessness in our community.

- o Implementation of the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), a standardized, widely used, common vulnerability assessment tool.
- o Development of a community continuum of care to support client needs.
- o Filling in the gaps in services.
- o A common database. The Homelessness Individuals and Families Information System (HIFIS) was used in Brandon, but by the start of the Homelessness Partnering Strategy (HPS) in 2014 as the supports dwindled only one transitional service provider continued to use the system. In 2016, the BNRC/Community Entity was approached to take on the HIFIS delivery and provide local training and support. The City of Brandon was the first partner and they continue to house the HIFIS 4 database for the community.
- o A "no wrong door" to access services model.
- o Coordinated delivery between organizations, without duplication.
- o A Housing First philosophy of delivery for funded organizations as well as community partners.
- o Landlord engagement to meet their business requirements and tenant needs.

The CAB also relies on years of data and research that points to best practices which have been considered when developing this plan. Many of these plans have relied on

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[1] Engagement with local Indigenous organizations, and the Indigenous Community Entity and Community Advisory Board (if applicable) is expected in the development of this community plan.

primary data collected in the Brandon community and reflect the actual experience of those experiencing homelessness. This research includes:

- Brandon Community Action Plan on Homelessness February 2002
- Brandon Community Action Plan on Homelessness April 2004
- Integrated Supported Housing: An Evaluation of the Brandon Model by Dr Renee Robinson, Brent White & Sabrina Cutting, April 2006
- The National Shelter Study- HPS 2005-2009
- Rural Manitoba Youth Facing Barriers Project: Final Research Project September 2011, Karen Rempel, Centre for   Aboriginal and Rural Education Studies (CARES), Faculty of Education, Brandon university
- Brandon Youth Facing Barriers- 5 Year Community Plan- Brandon Career & youth Services 2011
- City of Brandon Affordable Housing Strategy, September 2013 (80 Recommendations)
- "ALL Aboard"- Manitoba's Poverty Reduction Strategy 2014
- Housing for All- CHRA Report August 2014
- "A Plan, Not a Dream": How to End Homelessness in 10 Years- Canadian Alliance to End Homelessness 2015
- The Canadian Definition of Homelessness- Canadian Homelessness Research Network, 2015
- Summative Evaluation of the Homelessness Partnering Strategy- ESDC Government of Canada, 2014
- Second Report on Housing & Homelessness in the City of Brandon- ESDC , Community Action Plan 2011-14
- Housing & Support in the Community of Choice- Addressing the Factors that Contribute to Migration and Subsequent Homelessness- Final Report September 2014- J. Renee Robinson, Faculty of Health Studies, Brandon University
- Our Plan, Our City   2015-18 Strategic Plan Update, City of Brandon (10 Strategic Priorities)
- "What We Heard" from Manitoba Housing's Public Consultations 2016-17
- Canadian Social Housing: Policy Evolution and Program Periods by Greg Suttor, 2016
- Towards a Poverty Reduction Strategy- Discussion Paper, Government of Canada, Minister of Families, Children and Social Development, 2017
- Neighbourhoods Alive- BNRC 5 Year Community Plan
- City of Brandon 5 year Plan
- City of Brandon Food Charter 2016
- Brandon Collaborative – a Brandon Community NP to consolidate poverty resources and voices
- Community Mapping- Housing Resources Consultation 2018
- HIFIS 4 implementation 2018 in Partnership with the City of Brandon who host the server
- iMatter Resource Fair gained 160+ signed consent forms June 2019
- By Name List- test phase; adding names to the database

- System Planning Meetings June 2019
- Resource Provider mapping on the service spectrum 2018
- Combined Portable Housing Benefit and Westman Rent Supplement Committee 2018
- Trial community for Manitoba Rent Supplement 2016-18
- Brandon Point In Time Count 2014, 2016 & 2018 and upcoming 2020.
- Strategies to Address Homelessness-
- Case Study of Brandon Housing First- Subinuer Aizimujiang, Rural Development, Brandon University Thesis Proposal 2015
- CHHA STEPP Affordable Houses
- Habitat for Humanity Manitoba – Affordable Mortgage Program
- Brandon Poverty Compass- Community Research
- Mobilizing Local Capacity to End Homelessness 2016 -Brandon's Plan to End Youth Homelessness & Brandon's RoadMap
- National Housing Strategy- Getting it Right - FCM Big City Mayor's Caucus September 2017
- Conversations on a Proposed Brandon Food Council- Results and Recommendations, City of Brandon Poverty Committee
- Rent Smart Training- trials for the program were in 2018
- Landlord Engagement and dis-engagement 2016-19 HPS Housing First project
- Central Brandon 5 Year Community Plan 2016-2021, BNRC & Lorch and Associates, November 2015
- CAEH Technical and Training Assistance- 9 days of community training in Brandon during HPS which included a Housing First and Youth Housing First Fidelity review.
- Community Consultation- October 2018 -Emergency Shelter Services
- Safe & Warm Shelter Consultation -January 24, 2019

2. Investment Plan – For Brandon CE Reaching Home Project Funds

In the table below, please outline your planned allocation of Reaching Home funding from 2019-24 by investment area. Please note that it is acceptable that your community's funding priorities change over time. This investment plan is to demonstrate that your community has a vision moving forward for the allocation of Reaching Home funding. An example has been included in the Community Plan Reference Guide.

Reaching Home Annual Allocation

2019-2020: $748,540

2020-2021: $738,540

2021-2022: $760,866

2022-2023: $756,366

2023-2024: $756,366

%	2019-20	2020-21	2021-22	2022-23	2023-24
Housing Services	46.5%	48%	52%	53%	53%
Prevention and shelter diversion	8%	8%	8%	8%	8%
Support Services	16.5%	17%	17%	17%	17%
Capital Investments	5%	5%	0%	0%	0%
Coordination of Resources and Data Collection	9%	7%	8%	7%	7%
Administration	15%	15%	15%	15%	15%
TOTAL	100%	100%	100%	100%	100%

3. Cost Matching Requirement

In the table below, please outline all funding for homelessness initiatives your community plans to receive from external partners from 2019 to 2024. An example has been included in the Community Plan Reference Guide.

Projected Funding matching towards Homelessness Initiatives*						
Funder	**2019-20**	**2020-21**	**2021-22**	**2022-23**	**2023-24**	**TOTAL 2019-24**
City of Brandon - Safe & Warm Renovations	70,000	20,000	20,000	20,000	20,000	150,000
Samaritan House Ministries - Safe & Warm private fundraising	20,000	20,000	20,000	20,000	20,000	100,000
Manitoba Employment and Income Assistance (EIA) Utilities	800,000	800,000	800,000	800,000	800,000	4,000,000
Manitoba Westman Women's Shelter	680,000	680,000	680,000	680,000	680,000	3,400,000
Manitoba Portable Housing Benefit (with 156k in Rent Supplements)	238,500	238,500	238,500	238,500	238,500	1,192,500
Manitoba EIA Shelter Benefits	14M	14M	14M	14M	14M	70M
Manitoba Non-EIA Rent Assist	1.2M	1.2M	1.2M	1.2M	1.2M	6M
Total	17.0M	17.0M	17.0M	17.0M	17.0M	84.8M

*Numbers do not add due to rounding.

4. Coordinated Access

Please discuss the steps you will take to implement a coordinated access system in your community. If your community has a coordinated access system in place, please describe how it presently functions.

Coordinated Access has evolved with the use of HIFIS in our community and with the development of our Housing First Program. As part of the Housing First readiness project delivered by an Indigenous organization in 2014, Brandon service providers committed to a "no wrong door approach". We implemented the use of VI-SPDATs across the community, and various housing support coordinators began working much more closely together to ensure Housing First was successful.

We had an ad-hoc governance committee for HIFIS as far back as 2015 for the initial users to share and learn together. This coordination became much more robust with the widespread use of HIFIS 4. We were well on our way to a completely coordinated system when Reaching Home came into effect on April 1st, which allowed us to hit the ground running right away. (Please refer to Annex A for specific HIFIS Activities in 2014-2019).

Since April 1st, we have held 2 meetings, the first in May 2019 with our main HIFIS 4 users and a few other key service providers who were yet to sign on to HIFIS, and the second in June 2019 with a far broader group of service agencies including provincial health agencies and programs.

All homeless work in Brandon implicitly involves Indigenous organizations and participation in all activities including project selection and implementation of Coordinated Access. As noted above, both Manitoba Metis Federation and the Brandon Friendship Centre are active members on our CAB and as Indigenous Peoples make up a significant portion of our population of people experiencing homelessness, the BNRC remains committed to learning from Indigenous teaching and to reconciliation. The Indigenous-led organization delivering a Housing First project remains the major recipient of Reaching Home (RH) Brandon Designated Communities funding.

The Brandon CAB and Community Entity (CE) saw the benefits of a Coordinated Access System at the beginning of the 5-year delivery of HPS and incorporated many elements of identified best practices into our plan. As such, the CAB recommended the BNRC continue the HIFIS delivery throughout Reaching Home for 2019-24.

The City of Brandon agreed to continue the partnership with the BNRC through in-kind support by continuing to house the HIFIS database.

In the first quarter the HIFIS and Coordinated Access Coordinator did a capacity assessment on the hardware and tools at each agency.

The Coordinator conducted research about Crystal Reports with the HIFIS National team and other HIFIS users/Coordinators. Crystal Reports are necessary to be able to link to HIFIS and make changes.

The Coordinator provides ongoing training on HIFIS for new and old agencies and staff. Negotiations with Prairie Mountain Health have begun and are expected to be completed by the third quarter.

Coordinated Access started in May 2019 with a Terms of Reference document being created and approved by the nine Brandon HIFIS organizations.

The member organizations constitute the HIFIS Governance committee. The committee meets to discuss and solve policy concerns, exceptions and challenges.

The Coordinator has also been in touch with the CAEH training coordinator for some guidance and mentorship.

The RH Coordinator works on the ongoing training ideas and requests for the CE.

Rigorous, precise and timely data entry is stressed at every opportunity.

Training is planned for each new organization as they join and once the Data Sharing Agreements are signed.

In June the Coordinator hosted a Brandon Resource Fair (Magnet Event) to get written consent for homeless and precariously housed persons to be entered in to the HIFIS database. The event netted approximately 100 names.

In August 2019 the Governance committee, on the recommendation of the Coordinator, adopted and customized the 20K Homes By Name List (BNL) format.

Access and implementation policies for the BNL are underway and as challenges arise the Governance committee review changes and policy needs.

Going forward:
- o Complete the Prairie Mountain Health negotiations regarding client privacy concerns; collaborate with Manitoba Housing and the Brandon HUB (community crisis prevention team). All three will be recruited to join HIFIS.
- o A Point-In-Time (PiT) Count in the Spring of 2020 will be carried out. The Coordinator travelled to Calgary for training in October.
- o The Coordinator monthly performs the on-going confidentiality and data management monitoring.
- o The Coordinator does the ongoing troubleshooting and policy research.
- o The Coordinator does the system assessment and forward planning for the next steps.

- o Prairie Mountain Health has proposed an Agreement for the use of HIFIS, specifically at the 7th St. Health Access Centre with the BNRC remaining responsible for the oversight and permissions.
- o Manitoba Housing has agreed to give the Brandon recommendations for changes to their application to a working group that is updating the Manitoba housing application form.
- o Manitoba Housing has shared some ways to ensure that Brandon's most vulnerable clients are placed higher on their priority list for housing.
- o People from HIFIS National will be vising October 30 and 31. They will be meeting with the Governance Committee.
- o Consideration is being given to defining the process when someone's VI SPDAT appears inaccurate. For example: exiting corrections; intoxication; not being truthful.
- o Consideration is being given to defining the process about what to do with people who are stuck on the By Name List.
- o Consideration is being given to defining the process about keeping the contributing factors/Indigenous status/Veteran status on the By Name List.
- o The next By Name List training will be in November 2019.
- o Governance and working group meetings will continue on a monthly basis.

We will continue to refine our coordinated access system throughout the delivery of Reaching Home through the development of a by-names list, expanding our use of HIFIS and shared data, and continuing our participation in PiT Counts. For additional information and details of our Coordinated Access implementation, please refer to Annex B.

5. Community-Wide Outcomes

If you would like your community to measure progress on additional outcomes beyond the federally mandated outcomes, please identify those outcomes. Please provide your proposed indicators, targets, and methodology for each of the additional identified outcomes.

Currently we have no plans to measure progress on additional outcomes however, as we refine our By-Name List and our use of HIFIS, additional outcomes may become more obvious.

6. Official Language Minority Communities

The Government of Canada has a responsibility under the Official Languages Act to ensure that programs and services meet the needs of Official Language Minority Communities (OLMCs). Please describe the steps that you will take to ensure that the services funded under the Reaching Home take the needs of the OLMCs into

consideration where applicable.

The BNRC remains committed to ensuring services are offered in both official languages upon request. Should a request for French services or translated documents be requested, the BNRC will procure translation services to fulfill the request. Further, the Executive Director at the BNRC can respond verbally to questions in French, and can rely on Winnipeg's Community Entity to assist with public documents if needed. No request for French services would be ignored or denied.

Designated Community – Community Advisory Board

Note: ESDC has removed all personal and identifying information for members of the Community Advisory Board(s) from this document. To validate or change this information, please contact your Service Canada representative.

Annex A – BNRC HPS HIFIS Activities 2014-19

From April 27, 2016 through to March 31, 2019 the BNRC was in a contract with the HPS National Homelessness Information System (NHIS) to implement and deploy the HIFIS software, HIFIS training at the community level, and projects related to community shelter data coordination. Data collected through HIFIS and other sources, such as provincial or municipal governments, feed into the NHIS to develop a national portrait of homelessness.

The BNRC provided emergency shelters and other homeless support service agencies data coordination and analysis activities, training and technical assistance and support of the software.

The ongoing support improved operational efficiencies for users, with an increased ability to report effectively on homelessness, increased knowledge, and an understanding of local homelessness issues, and informed decision-making to prevent and reduce homelessness.

The BNRC engaged community partners to better understand the size and characteristics or the homeless population, assist the community stakeholders with knowledge and sharing activities, and encourage organizations to share their HIFIS data with the Community Coordinator. This resulted in an increased ability to report effectively on homelessness.

- ➢ HIFIS progressed from 3.8 to 4.0.
- ➢ 100% of the Brandon Emergency Shelters are on HIFIS, plus additional support services signed Data Provision Agreements (DPAs)
- ➢ Progress was made in the promotion of HIFIS and the use of E-Learning tools and online training, which includes the "How To" manuals available through the software
- ➢ Regular participation in community meetings, HIFIS CC conference calls and attendance at the annual National HIFIS Community Coordinators Training Workshop.

Deliverables to NHIS included:

- - Annual work plan and budget
- - Update shelter/service provider list on a quarterly basis
- - Training records outlining the number of training sessions and type of training
- - Quarterly activity reports and financial claims
- - Annual reports including a summary of the HIFIS CC project.

Data gathered through HIFIS will be used to create reports to inform key stakeholders, resulting in improved programs and services and a better understanding of the make-up and size of the sheltered homeless population and shelter use patterns in Brandon.

As of March 31, 2019, there were no issues present or foreseeable. However, if problems arise in the future, they will likely have to do with either technical problems, lack of financial support, lack of buy-in or inadequate security/privacy options for users.

*The Regional Health Authority was finally in negotiations with the BNRC to address security/privacy options at that time.

Outputs and/or results achieved to the end of HPS and the NHIS funding:

- Service Level Agreements are completed and meet strict privacy standards, for the initial agencies as part of an ongoing process. In Brandon, the use of HIFIS was mandatory to receive HPS funds.
- Ongoing participation in the community with all HIFIS-related matters
- Coordinator attended HIFIS 4 training in Winnipeg sessions and with Employment and Social Development Canada (ESDC) staff in Ottawa
- Attended HIFIS Community Coordinator (CC) conference in Ottawa and two HIFIS CC conference calls
- HIFIS network and servers in Brandon have been secured and are stable
- Held multiple meetings with potential HIFIS 4 users in Brandon about the legal documentation and promotion of HIFIS 4
- HIFIS 4 trial/demo site was made available to these users
- Fast-tracking implementation kits were made to speed up the HIFIS implementation process
- Individual meetings were held with organizations who were ready for HIFIS 4
- Training organizations to use HIFIS 4; (3 training sessions total)
- Three organizations are now live in HIFIS 4 in Brandon and have signed the Service Level Agreements (both MMF- Housing First and YFC-Youth Housing First)
- Two organizations are actively inputting real data in the system, 1 organization is waiting for their shelter service to begin
- Continued talks with more organizations who will be joining the HIFIS 4 collaborative in Brandon. We project up to 8 more organizations that could begin using HIFIS 4 in Brandon.
- Continued talks with those using HIFIS 4 to address their concerns

How did the project contribute to the overall program objective/outcomes?

Each program goal and each of the current outputs achieved to date contribute directly to the overall outcomes and objectives of the program as a whole. By promoting and ensuring data sharing and analysis, training and technical assistance, and bringing service providers up to date with the most recent version of HIFIS, the role of the CC helped the project reach the goals of the program.

Every item listed above is a direct result of the BNRC's approach to bringing HIFIS 4 to every relevant service provider in Brandon. While keeping community trust and buy-in, safety and privacy concerns, technical stability, and many other facets of HIFIS 4 implementation in mind, we are continually improving the operational efficiencies for

users, with an increased ability to report effectively on homelessness, increased knowledge and understanding of local homelessness issues, and informed decision-making to prevent and reduce homelessness.

Additional Comments:

Time should be allowed for the legal aspects of HIFIS 4 implementation. This step is imperative and no progress can be made without firm legal documentation. Generally speaking, Brandon wasn't prepared for this aspect of implementation.

2018-19: The Final Year of HPS-NHIS

For the first month of this quarter, the HIFIS Coordinator provided support and one-on-one training to HIFIS users in Brandon via email and phone calls.

On June 25, 2018, Dr. Megan McKenzie started as our new Coordinator.

During this quarter, three organizations continued to successfully use HIFIS 4.

There have been staffing changes in some of their organizations that may result in an increased need for HIFIS orientation, training, and support. Orientation and support will happen over the summer, while more comprehensive staff training will happen in the fall when staff of HIFIS users are back from summer holidays.

The BNRC Executive Director, spoke with HIFIS users during May and June when problems arose after the previous Coordinator's departure. As none of these were immediate concerns, the new community coordinator was tasked to address these concerns with HIFIS 4 users over the summer.

The HIFIS Coordinator spent the last week of June learning about HIFIS and current HIFIS users.

Over the next 6 months the HIFIS Coordinator assessed the capacity of each agency and the HIFIS forms. She created the legal and permission documents for each organization; Data Sharing documents and authority.

Annex B – Coordinated Access Implementation – Additional Information

Brandon provides a continuum of supportive housing models to meet the needs of the chronically and episodically homeless persons to ensure the appropriate matching and intensity of services while using resources efficiently and effectively. Priority populations include Indigenous, youth and rough sleepers.

We are working to clarify the program intent, target populations, eligibility criteria and program participation requirements in order to determine whether the client is a good fit for the program. Housing First and housing stability is a shared philosophy in Brandon organizations. Brandon services providers have implemented a recovery-oriented approach that focuses on quickly moving people from homelessness in to housing and then providing individualized supports.

Our philosophy is to have a system of Coordinated Access and assessment process for people experiencing homelessness to access housing and support services. It is a system wide program designed to meet the needs or the most vulnerable and highest acuity first (triaging), matching their risk and resiliency while ensuring all people who come in to contact with the homeless system are assessed and provided with appropriate supports to exit homelessness.

Goals are to help people move through a cohesive system faster so they do not have to shop for services; reducing new entries in to homelessness through prevention and diversion resources upfront. This will reduce the number of people entering the system unnecessarily, improve data collection, enhance communication of service needs, and identify overlaps.

With coordinated and efficient intake processes, clients can access appropriate housing serves more quickly and with better accuracy. This system is designed to minimize stress and respect client dignity. Agencies are able to determine which clients they accept to their programs based on the client acuity, which relies heavily on the use of SPDAT adult v.2 tool. (Service Prioritization and Decision Assessment). Persons with the highest needs can be targeted more effectively and enter the system with fewer barriers. Risk factors can be ascertained so that focus can be applied to overcoming the challenges that are barriers to housing and learning skills towards housing retention.

HIFIS is Brandon's system planning change element working towards connecting organizations to develop and achieve positive outcomes. Engagement activities include building capacity of users, sharing information in a respectful, appropriate manner, and understanding the priorities and services that exist in our community. It allows for strong relationships, feedback for improvements and greater collaboration.

Additionally, the BNRC will also use our HIFIS and Coordinated Access Coordinator to fill gaps identified through the Coordinated Access planning process. For example, clients will be given small kits to address their immediate needs. The aim of the kits is to increase wellness, instill hope, and build trust between service providers and clients.

Generally, these kits will be given to people who score 5 for higher on the VI-SPDAT. They will vary based on the needs of the individual to immediately meet some of the client's most basic needs. It sends the message to clients that agencies are here to help and are interested in the welfare and comfort of clients. Increasing protective factors helps people to be better able to move onto the next stage of housing and reduce some of their vulnerabilities. This project is based on merging models of care used in refugee camps and in street outreach.

Brandon is also looking at doing a transportation pilot project so that clients get free cab rides if they are switching to a different agency for further support. Additionally, the BNRC/CE provides a Community Mailbox service for people who need a permanent address to receive documents.

Example - In 2018 Stakeholders came together to participate in a Community Mapping consultation led by Chris Reid, Housing Resource Worker at 7th St Health Access. The following graphs were developed as a result of these consultations.

Family Emergency Housing Process

STEP 1: Gather Background/Intake:

- What got them into current situation?
- Are they a Brandon resident? If so for how long?
- Source of income?
- Where did they stay previous night?
- Can family or friends help?

General housing services, including but not limited to finding long term housing , accessing emergency housing, referrals to support programs and advocacy refer to:

Housing Resource Worker at 7th St Health Access Centre

STEP 2:

- Women fleeing domestic abuse refer to Women's Shelter

- Loss of housing due to disaster: ie fire or flood refer to Red

- **Transient family or if Brandon family with no source of income:**
  ⇒ Refer to 7th st. Health Access Centre Centre Service

  - **Brandon Family with source of income refer to:**
    ⇒ CMHA
    ⇒ YWCA Meredith Place

Note: Since CMHA and the YWCA Meredith Place have limited spaces, allow for extended stays and are in high demand, availability is infrequent.

STEP 3:

On EIA and all shelters are full:
- Refer to EIA worker before 4:30 pm
- Refer to EIA after-hours after 4:30pm

HUB— crisis service for individuals, couples or families—connects to resources, does not provide financial or housing support

Individuals/Couples Emergency Housing Process

STEP 1: Gather Background/Intake:

- What got them into current situation?
- Are they a Brandon resident? If so for how long?
- Source of income?
- Where did they stay previous night?
- Can family or friends help?

General housing services, including but not limited to finding long term housing , accessing emergency housing, referrals to support programs and advocacy refer to Housing Resource Worker at 7th St Health Access Centre

STEP 2:

- Younger than 18 years of age refer to Child and Family Services

- Women fleeing domestic abuse refer to Women's Shelter

- Loss of housing due to disaster: ie fire or flood refer to Red Cross

- Individual in mental health crisis: refer to Westman Crisis Services

Transient or if Brandon resident with no source of income refer to:

- April1 to November 30 — refer to 7th St. Health Access Centre Service Navigator
- November 1 to March 31—refer to Safe and Warm Shelter

Brandon Resident with source of income refer to:

1. November 1 to March 31—Safe and Warm Shelter
2. CMHA (Couples can also be referred to the YWCA Meredith Place)

Note: Since CMHA and the YWCA Meredith Place have limited spaces, allow for extended stays and are in high demand, availability is infrequent.

STEP 3:

On EIA and all shelters are full:
- Refer to EIA worker before 4:30 pm
- Refer to EIA after-hours after 4:30pm

HUB— crisis service for individuals, couples or families—connects to resources, does not provide financial or housing support

Non-Emergency Housing Resource Summary

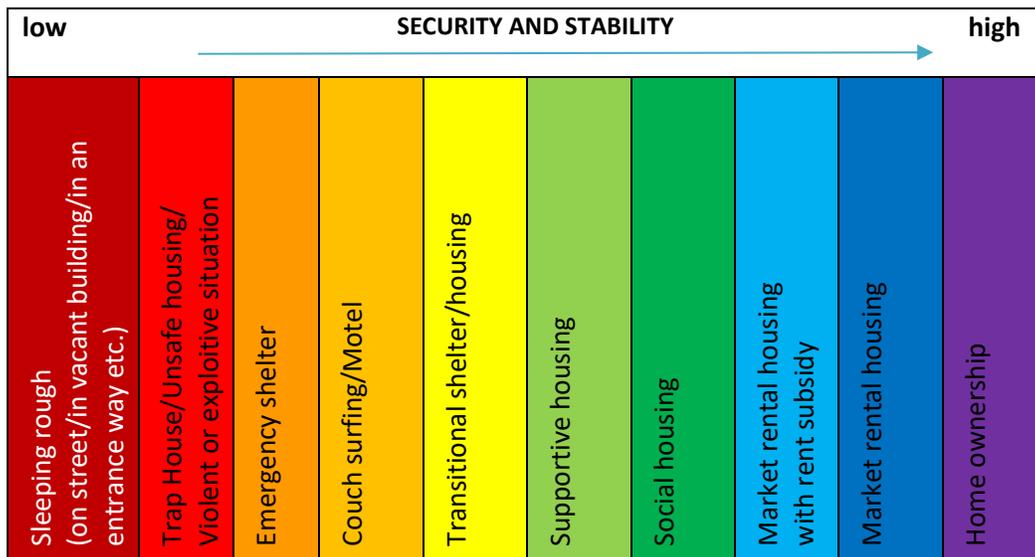| Agency/Organization	Program	Criteria/Eligibility	Supports/Services
CMHA	Support Services	Major mental health issue	Life skills including social skills, financial services, health management, etc.
	Portable housing benefit	Receiving EIA Mental Health disability Seeing support worker regularly for a minimum of 3 months	$200 rent supplement
Community Living disAbilities Services	Adults with intellectual disabilities	Significantly impaired intellectual functioning existing concurrently with impaired adaptive behaviour and manifested prior to the age of 18 years	Individualized support $200 rent supplement
MMF/Samaritan House	Housing First	Chronically or episodically homeless and scoring between 8 and 12? On the vi-spdat intake	Individualized intense support including life skills, health management, etc. $200 rent supplement Provision of household items, assistance with moving, assistance to repair damages caused by Housing First clients 24 hour access to supports for landlords
	Rapid Rehousing	Scoring between 4-7 on vi-spdat	Referrals to appropriate resources for housing services
Youth For Christ	Housing First	Chronically or episodically homeless Between the ages of 18 and 29 Score between 8 and 12? On the vi-spdat intake	Individualized intense support including life skills, health management, etc. $200 rent supplement Provision of household items, assistance with moving, assistance to repair damages caused by Housing First clients

			24 hour access to supports for landlords
	Rapid Rehousing	Between the ages of 18 and 29 Scoring between 4-7 on vi-spdat	Referrals to appropriate resources for housing services
	UTurn Housing	Between the ages of 18 and 29	Transitional housing Counselling, life skills, individualized supports
Crisis Pregnancy Centre	Kairos Maternity Home	Pregnant Between the ages of 16 and 30 Facing homelessness and have little or no support system No other children currently in your care	Transitional housing Counselling, life skills, parenting skills,etc.
7th St. Health Access Centre	Housing Resource Workers	None	Assistance with housing searches, advocacy, referrals to appropriate support programs and resources
Brandon Friendship Centre	Project Hope	Homeless or at risk of becoming Homeless Release from Incarceration Medical Crisis Aboriginal Youth Mental Illness Addictions Issues	Transitional housing Support from outreach worker to access appropriate supports and work toward self-sufficiency
Life's Journey		Adults affected by FASD who qualify for funding from the Community Living disABILITY Services, Provincial Special Needs Program or Community Mental Health. Spectrum Connections, a program of FASD Life's Journey, also provides services for adults who are ineligible for other Manitoba support program funding.	Individualized support $200 rent supplement

Over the next several years, we will be working on completing and implementing a new Brandon Coordinated Access – VI-SPDAT intake scale. At a recent Coordinated Access meeting, service providers indicated that they wanted a simple approach to Coordinated Access, based primarily on the VI-SPDAT, Vulnerability - Index Service Prioritization Decision Assistance Tool. For this, service providers will use the VI-SPDAT Adult, version 2.

VI-SPDAT scores will better enable service providers to match clients appropriately with the services they need as program and housing spaces open up at service providers.

The following is the first draft of the Brandon Coordinated Access – VI-SPDAT intake scale, as of July 18, 2019.

low	SECURITY AND STABILITY →	high

| Sleeping rough (on street/in vacant building/in an entrance way etc.) | Trap House/Unsafe housing/ Violent or exploitive situation | Emergency shelter | Couch surfing/Motel | Transitional shelter/housing | Supportive housing | Social housing | Market rental housing with rent subsidy | Market rental housing | Home ownership |

Brandon Housing Spectrum (VI-SPDAT version 2)

Acuity/Score	Housing Interventions	Length of Intervention	Agencies
Very High 15-17 ***also, for people returning >2 from supportive housing/HF**	- Supportive housing - Long-term case management - Residential addictions treatment - Residential mental health care - Mental health proctor - Community-based residential care - Home care (meds/hygiene/cook) - Public guardian/trustee	Long-term or lifetime ongoing support Short-term intensive treatment	* Interim agencies:
High 9-14	- Transitional housing - Supportive housing - Housing First case management	1 month to 1 year	
Moderate 5-8	- Assisted housing search - Problem solving assistance - Short-term case management - Rent supplement - Securing ID, EIA, other funding	Usually 1 to 4 meetings Usually 1 month or less	
Low 0-4	- Housing info, lists, and forms - Referral to resources - Self-led housing search	Usually 1 short meeting	